

Australian Suite Sale!

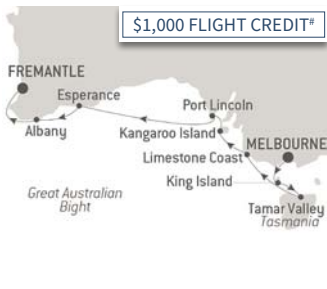
SAVE \$2,000 PER PERSON ON SELECTED 2021 DEPARTURES!*

Ends 19 November 2020



© PONANT - Nicolas Mathéus

Book a suite on the below departures and save!



HIGHLIGHTS OF SOUTHERN AUSTRALIA

Departs 27 March 2021
Melbourne - Fremantle
Aboard PONANT Explorer
13 days / 12 nights



THE ESSENTIAL KIMBERLEY - WITH NATIONAL GEOGRAPHIC

Departs 6 August 2021
Darwin - Darwin
Aboard PONANT Explorer
13 days / 12 nights



AUSTRALIA'S ICONIC KIMBERLEY

Departs 28 August 2021
Broome - Darwin
Aboard PONANT Explorer
11 days / 10 nights



ABORIGINAL ART OF THE KIMBERLEY & TIWI ISLANDS - WITH NATIONAL GEOGRAPHIC

Departs 17 September 2021
Broome - Darwin
Aboard PONANT Explorer
14 days / 13 nights

[VIEW ITINERARIES](#)

Contact a PONANT advisor today for more information
1300 737 178 (AU) | 0800 767 018 (NZ) | reservations.aus@ponant.com | au.ponant.com

*\$2,000 discount offer is in Australian Dollars (AUD), per person, based on double occupancy and valid for Deluxe, Prestige, Privilege and Owner's Suite bookings on selected Australian 2021 departures: 'Highlights of Southern Australia' departing 27/03/21, 'Australia's Iconic Kimberley' departing 28/08/21, 'The Essential Kimberley - with National Geographic' departing 06/08/21 and 'Aboriginal Art of the Kimberley and Tiwi Islands - with National Geographic' departing 17/09/21. Book by 19 November 2020. This discount is combinable with PYC benefits/discounts, 'Join the Club' second cruise discount, Sponsor (not Sponsee), sales onboard and back to back discount. Offer is not redeemable for cash, not retroactive, and not combinable with any other offer or discount unless specified. Offer is valid for new bookings only and can change or be withdrawn at any time. # Flight Credit offer is \$1,000 per person in Australian Dollars (AUD) available on the Highlights of Southern Australia departing on the 27 March 2021. Offer subject to availability, cannot be applied retroactively and may be altered or withdrawn without prior notice based on the cruise availability. Conditions apply. Visit au.ponant.com for more information. ABN: 35 166 676 517.



Today's issue of TD

Travel Daily today has five pages of news including our PUZZLE page and a front full page from Ponant.

QF to somewhere

FOLLOWING on from its highly successful border-free scenic flights over Queensland and the Top End (**TD** 17 Sep), Qantas has launched a series of new "getaway flights" that will land at some of Australia's most popular tourist attractions.

The first flight is scheduled to depart Sydney on 05 Dec bound for Uluru, taking 110 passengers on board a Qantas 737 where experiences will include a pre-flight lounge champagne breakfast, low level flybys of Sydney Harbour on departure and accommodation at the Sails in the Desert hotel.

The stay will boast a highly indigenous flavour, with a hands-on art workshop offered, a didgeridoo performance and interpretation of the night sky.

"We were overwhelmed with the response to our scenic flights...now that more borders are starting to open, we're partnering with tourism operators on the ground to offer special flights to special destinations," said Qantas CEO Alan Joyce.

Packages go on sale at 2pm today, with Economy rates starting from \$2,499 ppts - **CLICK HERE** for more details.

CTM acquires Tramada

EXCLUSIVE

CORPORATE Travel Management (CTM) has today confirmed the acquisition of Sydney-based travel technology company Tramada Holdings.

The deal, effective immediately, sees CTM take ownership of one of the Australian and New Zealand travel sector's key back office software platform providers, with clients including key competitors such as Flight Centre, Helloworld's TravelEdge, and scores of Helloworld Business Travel, Express Travel Group, Magellan & CT Partners members.

CTM CEO Australia and New Zealand, Greg McCarthy, said "we are delighted to welcome Tramada into the CTM family.

"Our partnership with them has gone back many years and over that time we have been part of their journey to develop the leading post-booking solution that they offer today," he said.

McCarthy said Bjorn Bohme, currently Global Director Product and Engineering, would lead the tech business going forward, under the newly created role of General Manager Tramada.

"Tramada will continue to service the needs of all agency partners, continuing to innovate the product and provide a full service to all agents, with the same team members in technology, account management, operations and

finance," he added.

Bohme said the acquisition created the right home for Tramada and would ensure the product's continued success.

"I am excited about the future and look forward to continuing to deliver this world-leading technology to travel businesses in Australia and New Zealand.

"Our commitment to the evolution of the product remains and we know our product will be ever more important in the future post COVID-19 world," he said.

The acquisition was for an undisclosed price, with the deal not considered material to CTM and thus not formally announced via the ASX.

Tramada is currently used by about 80% of Australian travel management companies, and an estimated 8,000 travel consultants.

Webjet chief says sorry, not sorry

WEBJET CEO John Gucsic says the company's controversial 2016 anti-travel agent ads (**CLICK HERE**) were a direct rebuttal to AFTA's first TV campaign two years earlier (**CLICK HERE**) which suggested booking through online travel agents meant travellers would get food poisoning and end up in "flea-pit" hotels.

In a wide-ranging interview with *Travel Daily* publisher Bruce Piper at The Travel Industry Hub yesterday, Gucsic made it clear he did not believe an apology was necessary, but did admit that the Webjet ads were "a little bit tongue-in-cheek and self indulgent".

He also explained the rationale behind the decision by Webjet to join AFTA this year after two decades of remaining aloof, saying that with the massive pressure the industry was under it was now vital to speak with a unified voice.

More to come in **TD** tomorrow.

What a suite deal!

PONANT is hosting an Australian suite sale, with savings of \$2,000 per person available on select 2021 departures.

The sale ends 19 Nov and applies to itineraries such as the 12-night Highlights of South Australia aboard *Ponant Explorer* and the 10-night Australia's Iconic Kimberley sailing.

Two National Geographic departures are also on sale, including the 12-night Essential Kimberley trip - see the **front page** of today's *Travel Daily*.

Q3 2021 rebound?

THE World Tourism Organization predicts that demand for international travel will rebound either in Q3 next year or in 2022 - see the full report **HERE**.

API TRAVELMARVEL
Travel More

Travel is calling.

Find your assets on ATG Connect now.

atgconnect.com.au

ATG connect

VOTED #1 RIVER CRUISE LINE
Condé Nast Traveler 2020 Readers' Choice Awards
LEARN MORE

VIKING



Free TAFE course

TAFE NSW is lending a hand to travel agents who are currently doing it tough during the pandemic, offering advisors free access to a Customer Service Management course.

The Statement of Attainment in Customer Service Management will help agents build on skills in the areas of client relationships and conflict resolution, as well as offer tools on how best to restore business operations.

TAFE NSW Team Leader Travel, Tourism and Events Maryanne Metry said the course was created following consultation with agents, who revealed that client complaints and refunds were the biggest pressures.

"In response, TAFE NSW has developed a tailored customer service management training program to equip travel agents with the skills they need to navigate the current operating environment," she said.

[CLICK HERE](#) to register.

HLO break-even by Jun

HELLOWORLD Travel Limited is expecting to incur losses of up to \$2 million per month for the next six months, but will move to a "break-even or better position" by the Jun 2021 quarter based on current forecasts for the gradual resumption of travel.

An update from the company this morning confirmed that while domestic border openings were beginning to benefit the business alongside optimism that safe travel bubbles could open up throughout next year, it does not expect long-haul international travel to the UK/Europe or USA will resume with any material volume until late 2021 or early 2022 (*TD* breaking news).

Helloworld noted that its retail business in Australia continues to be dramatically impacted by domestic and international border closures, with new bookings for preferred touring and land suppliers down 98.5%

year-on-year last month.

However interestingly as far back as Jan, prior to the pandemic's proliferation, preferred touring and land sales for HLO were also down 65% compared to Jan 2019, despite the group's air sales being on par with the prior year.

Cruise sales have also been heavily impacted apart from Sep when a whopping \$32 million in bookings were taken, mainly due to strong demand for the 2022 Princess Cruises Sydney-Sydney world cruise - more details in today's issue of *Cruise Weekly*.

Net salary costs have reduced from \$12 million per month in Feb this year to \$3 million in Sep, with 507 full-time equivalent (FTE) staff working in Australia and 78 FTE roles in New Zealand.

More than 250 Helloworld staff in Australia are currently stood down, while advertising and marketing costs are down 94%.

Arctic education

AURORA Expeditions is running two Arctic & Global 2022 program launch webinars on 10 and 12 Nov, hosted by program designer and Product Manager Mark Lee.

The webinars will showcase 12 new itineraries to destinations such as Alaska, Baja California, Raja Ampat/ West Papua Islands and the Russian Far East.

Sign up for the first session [HERE](#) and the second [HERE](#).

Silversea out again

SILVERSEA Cruises has extended its global suspension of voyages until at least the end of next month, although several of the cruise line's vessels will not resume sailing until next year.

Silver Spirit, Silver Muse, Silver Moon, Silver Shadow and Silver Origin are all scheduled to resume in Jan, while the new *Silver Dawn* is set to debut in Nov.

More details in today's edition of *Cruise Weekly*.

#LoveNSW

LOVE ♥ NSW

Book your client an unforgettable road trip in NSW.



Tourism NZ chief departs

TOURISM New Zealand CEO Stephen England-Hall has resigned from his position with the marketing organisation after close to four years in the role.

He will remain with Tourism NZ until Jan 2021, with plans to appoint an acting chief "shortly", followed by an expeditious recruitment drive to find a suitable replacement.

England-Hall will join New Zealand South Island tourism specialists Wayfare for his next professional venture, a company comprised of five leading brands including Cardrona Alpine Resort, Go Orange, the International Antarctic Centre, Canyon Food & Brew Co. and Real Journeys.

Tourism New Zealand Board Chair Jamie Tuuta praised England-Hall for propelling New Zealand's tourism sector through a successful period, both in terms of travel volume and sustainable goal setting.

"Over the last four years, Stephen has done a fantastic job growing preference for New Zealand internationally and domestically through innovative activity and supporting and advocating for the industry," Tuuta said.

"From day one, Stephen has advocated for a tourism sector that gave back more than it takes

Indigenous push

DESTINATION NSW and Tourism Australia have partnered with Welcome to Country to introduce a new campaign highlighting the appeal of the Aboriginal tourism industry.

The marketing push will promote the abundance of Aboriginal tourism experiences available in the state, such as bush tucker tours, river cruises, bush walks, rock art tours and cultural immersions.

Operating as part of the Experience Your Own Backyard campaign, it will run until 30 Nov.

to our people and communities and has played a leading role working alongside government and other agencies on ways to achieve this.

"As we continue to face COVID-19 challenges, it's an incredibly important time to continue our work to encourage domestic visitation and support the industry so we will be recruiting for a new CEO immediately," he added.

Tourism New Zealand anticipates having a new Chief Executive Officer recruited in the next couple of months.

ANA preps launch

ANA Holdings, the parent group for Japanese carrier All Nippon Airways (ANA), has revealed plans to introduce a new airline brand in 2022 to service leisure travel in select Asian growth markets.

The yet-to-be-named subsidiary is described as being a low-cost model, which will sit between Peach and ANA, servicing medium-distance flights to destinations located in southeast Asia and Oceania.

Low cost of operations will be achieved, ANA Holdings notes, by using 787 aircraft configured with 300 seats, with the new brand able to respond to "sudden changes in demand" and begin operations quickly after its establishment by utilising the current Air Japan entity as its foundation.

The new airline will arrive as part of a major review and restructure of the business, that will aim to both cut costs and position the business for long-term growth in a volatile and changing aviation market.

"ANA is embarking on an ambitious transformation that will strengthen operations and position it for long-term growth and success in a market still reeling from COVID-19," said ANA Holdings CEO Shinya Katanozaka.



GET YOUR MESSAGE TO LISTENING EARS

CLICK HERE FOR INFO ON PODCAST SPONSORSHIP

Travel Daily

Boeing slashes more

TROUBLED aviation manufacturer Boeing has flagged plans to downsize its operations by another 7,000 jobs by the end of next year.

"We anticipate a workforce of about 130,000 employees by the end of 2021," Boeing President and CEO Dave Calhoun said.

The company's chief also noted its Q3 results reported lower revenue, earnings and cash flow compared to the corresponding period last year, but has managed to raise liquidity, significantly reduce its spending, and simplify reporting structures.

MEANWHILE, Boeing has also implemented a new Safety Management System which will help expedite the relaunch of its troubled 737 MAX model.

Scenic plans ahead

SCENIC Luxury Cruises & Tours is gearing up to present a new virtual showcase of its luxury cruises and land tours.

Scheduled to be held over five weeks, the live online sessions will be hosted by members of the Scenic sales team who will share their travel trips and insights about each individual product.

Luxury Europe will be the subject of some webinars, focusing on packages available in France, Portugal, and Russia, while popular sailings in Vietnam, Myanmar and Cambodia will also be featured - register **HERE**.



Window Seat

DOES anybody remember where I parked the jumbo jet? I thought it was on level 3L?

Hardly the type of questions you usually hear pondered out loud, but believe it or not the Mexican Govt is trying to track down the owners of an old Boeing 727-200, found abandoned at Cuernavaca International Airport.

The country's authorities are not mucking around with this case either, warning that if the owner of the jet doesn't come forward soon, they will happily sell it at auction to a new owner.

Under Mexican aviation law, if an aircraft is parked at an airport for more than 90 days without a proper reason, authorities can publish an abandonment statement and seek its seizure and sale.

So who is the mystery jet's owner? Well, we can't be entirely sure, but serial numbers suggest it started out with United Airlines in 1968, however the livery suggests it was most recently part of the defunct Planet Airways' fleet - talk about a mystery flight!



CAPALive

11 Nov 2020

Another extraordinary line-up of intl. & local speakers to join next instalment of CAPA Live



Pieter Elbers
President & CEO
KLM



Eddie Wilson
CEO
Ryanair



Antoinette Nassopoulos
Erickson
Senior Partner
Foster and Partners



Johnny Thorsen
Futurist
Traveltopia



Martin Warner
Principal
MW Travel Consultancy

Fully customisable agenda | All regions covered
Commencing 2:00pm (AEDT)

SUBSCRIBE NOW

Know your brands

LOGOS are the main way that companies distinguish themselves, and some logos are so famous that you don't even need to see the company's name to know who it is.

See if you can identify these four logos.

1



2



3



4



Whose flag is this?



THE blue, red and white colours of this flag come from two sources: a neighbouring country which has the same majority ethnic group and from the coat of arms granted to an area that this country encompassed earlier in its history.

The coat of arms on the flag was used to distinguish the ensign from other similar flags.

The three-peaked mountain represents the nation's highest mountain and the stars come from another coat of arms important in the nation's history which was just a blue shield with three yellow stars.

The wavy stripes on the coat of arms symbolise the country's coastline.

Do you know whose flag this is?

ANSWERS 28 OCT

Pub quiz: 1 South Australia, 2 b) 1970s, 3 Canada, 4 Ile-de-France, 5 Kuala Lumpur International, 6 France, 7 Fiji Airways, 8 Hawaii, 9 Ayres Rock Airport, 10 Hunter

Where in the world: Charging Bull statue, Wall Street, New York, USA

1	5	6	8	4	2	3	7	9
4	3	2	1	9	7	5	6	8
8	9	7	6	5	3	1	4	2
5	6	3	2	7	1	8	9	4
2	8	4	5	3	9	6	1	7
7	1	9	4	8	6	2	3	5
9	7	5	3	6	8	4	2	1
3	2	8	9	1	4	7	5	6
6	4	1	7	2	5	9	8	3

Whose animal is this?



THE Andean condor is the national animal of four different nations, all unsurprisingly located in South America (the Andean part of the bird's name is a bit of a giveaway).

The condor plays an important role in the folklore and mythology of the Andean region, being

associated with the sun deity and symbolising power and health.

Andean condors are the largest flying bird in the world by combined weight and wingspan, and by wingspan alone only four other birds have a wider reach.

Do you know whose national animal it is?

Tasmania word search

E	N	R	I	O	N	T	O	N	I	P	L	P	C	S
G	L	I	V	E	D	N	A	I	N	A	M	S	A	T
A	B	D	A	E	O	Q	S	S	M	L	Y	L	C	S
T	E	R	Y	T	M	F	I	A	A	L	A	J	E	P
I	O	A	U	O	N	O	O	U	L	M	O	I	N	O
R	P	L	P	N	R	U	N	M	A	M	R	T	I	R
E	X	U	Q	L	Y	C	O	N	K	E	O	C	P	T
H	N	V	C	Z	E	I	C	M	L	R	T	N	N	A
D	Q	G	T	S	H	A	S	L	E	R	A	X	O	R
L	M	E	T	A	M	L	I	L	A	L	T	D	U	T
R	O	O	U	A	T	T	A	B	A	L	D	C	H	H
O	N	D	R	D	S	C	O	D	J	N	Q	A	J	U
W	A	K	M	I	A	H	S	E	Z	B	D	Q	R	R
T	E	M	D	H	I	K	I	N	G	X	B	W	K	C
T	W	I	N	E	G	L	A	S	S	B	A	Y	Y	Z

SEE if you can find these words. They are hidden horizontally, vertically and diagonally, forwards and backwards.

BRUNYISLAND
CRADLEMOUNTAIN
DARKMOFO
DISTILLERIES
HIKING
HOBART
HUONPINE
LAUNCESTON

MONA
PINOTNOIR
PORTARTHUR
SALAMANCAMARKET
SALMON
TASMANIANDEVIL
WINEGLASSBAY
WORLDHERITAGE

Fullerton Sydney targets lux



ALTHOUGH The Fullerton Hotel Sydney has been forced into muted celebrations for its first anniversary (*TD* 18 Oct), the property has been using the COVID-19 shutdown to improve its appeal to the luxury market.

Speaking with *Travel Daily*, The Fullerton Hotels & Resorts GM Cavaliere Giovanni Viterale (**pictured**) revealed some of the promotions, programs and partnerships the property was exploring, including updates on its food and beverage offerings.

“We’re trying to work towards cementing our position as the leading luxury landmark in Sydney as a heritage hotel...our vision remains to create a destination in itself,” he said.

“We want to use this restoration as a platform to expand our community engagement with Sydney’s community.”

Viterale said the Fullerton Sydney team had been working

with head office in Singapore to better cater to luxury travellers.

“They’ve started to work on experiences and products we can offer to those who are looking for something different,” he said.

“Our food & beverage team has been tasked to get even more creative, to craft new menus, to come up with different items, to realise a concept that could be available through delivery or takeaway and update menus within our dining venues as well.”

“We’ve used this time to really work on delivery with Uber Eats, the new celebration cake and signature cookies, and the opportunity to fast-track the remediation program of the General Post Office, which we hope to finish in Jan.”

Viterale added the Fullerton was seeing strong demand from Sydneysiders, as well as increasing interest from the ACT and regional New South Wales.

Virgin Voyages cuts

VIRGIN Voyages has been forced to delay its highly anticipated launch once again, this time extending cruise cancellations until early 2021.

The unlucky cruise brand, the brainchild of human headline Richard Branson, only took delivery of its flagship vessel *Scarlet Lady* a short period before the health crisis struck.

When it eventually sets sail, the ship will embark on cruises out of Miami to the Caribbean.

Brand USA ditches trade show forever?

BRAND USA Chief Marketing Officer Tom Garzilli has hinted that the marketing organisation may not return to major trade shows such as World Travel Market in London & ITB in Berlin.

Garzilli said Brand USA would prefer to spend its money in market with operators and consumers and not on events that “are just not as efficient and not as necessary,” he claimed.

Indonesian hotel funding boost

THE Indonesian Government has announced a major rescue package for its domestic tourism sector, allocating an estimated US\$224 million in grants to the nation’s struggling hospitality businesses, including hotels and accommodation providers.

Major benefactors of the financial aid include 10 priority tourism destinations and five “super-priority” destinations, provincial capitals, and regions that are included in the Ministry’s calendar of events.

Amadeus inks Hilton

AMADEUS has expanded its business intelligence partnership with hotelier Hilton, providing solutions it claims will help the company improve decision-making capabilities and strengthen its Revenue Per Available Room.

The solutions include Amadeus’ Demand360, Rate360, and Agency360 products.

APPOINTMENTS



WELCOME to Industry Appointments, *Travel Daily’s* Thursday feature which has the latest job appointments from across the industry. If you have just appointed someone to a new position and would like to update the industry email appointments@traveldaily.com.au.

Hospitality veteran **Hans Heger** has been appointed Vice President of Hotel Operations for reborn global cruise company **Swan Hellenic**. He has previously worked in senior roles across several blue chip travel brands including Club Med, Silversea and Abercrombie & Kent.

Simone Seiler has been appointed to the role of General Manager for **FCM Meetings & Events** following a merger between cievents and FCM Travel Solutions. Seiler was most recently cievents’ General Manager of Strategic Growth, and before that was with Flight Centre.

Tourism industry leader **Ken Chapman** has been elected the Chair of **Tourism Tropical North Queensland (TTNQ)** at the first meeting of the group’s newly elected TTNQ Board. He is currently the Chairman of tourism drawcard Skyrail Rainforest Cableway and is also a former board member of Tourism Australia.

Carl Taranto will be at the helm of **Crystalbrook Collection’s** upcoming five-star hotel in Newcastle after landing the gig of General Manager of Kingsley. The property is slated to open in Q2 2021 and Taranto arrives with two years’ of experience with the company, having held the position of General Manager, Bailey in Cairns, Queensland.

For confidential tip offs, connect with *Travel Daily* via our secure WhatsApp service on +61 2 8007 6760 or click **HERE**

